

dnp■■■■services

■ competence and services

projects ■

- project management
- program management
- business and IT strategy

systems ■

- system selection
- system integration
- system maintenance

processes ■

- process implementation
- process management
- performance management

selected services

Our services cover all facets of project and program management.

We

- manage your projects end-to-end
- design your project management processes
- implement your project management office
- audit and recover projects that went wrong
- set up your program management approach
- develop and implement your strategy

■ adapt professionally to change

Projects are ubiquitous. They realize efforts of innovation and change for many organizations in most industries. Effectively and efficiently managing these efforts is key to survival and growth in the modern economic world.

A project is a temporary endeavor undertaken to create a unique product or service. This discerns projects from operations and requires a management approach that differs significantly from operational management.

Professional project management is the basis for successful project completion — on time, within budget, and with the intended results. It relies on a controlled project management process, built upon project management standards.

Ignorance of these basic facts is the predominant cause for project failure and financial losses.

■ coordinated management activities enable project success

In addition to proper project management of single projects, three critical activities help you to improve the management of your project portfolio:

Your business strategy is the ultimate reason for projects and also the basis for their evaluation. Project value management controls business value and maps project outcome to the balance sheet.

Program management focuses on the coordination of related sets of strategic activities — typically including multiple projects, various other activities, and change management.

The project management office (PMO) balances project portfolios, coaches project staff, maintains project management processes and systems, and performs benchmarks to align them with best practices.

selected services

Our services include planning, selection, implementation, integration, and operations of systems.

We

- manage your end-to-end implementation
- develop your operational processes
- implement your business continuity solution
- perform customization and maintenance
- define your enterprise architecture
- reengineer and migrate legacy systems

■ optimize your business performance

Systems are everywhere. They support and institutionalize business processes, increasing productivity and quality. Proper selection, adaptation and integration of systems ensure the performance and flexibility your business requires.

The wide range of systems available today covers every conceivable angle of business support. Making the right choice requires expertise in state-of-the-art technologies as well as a solid understanding of business requirements.

Professional system planning is indispensable to reap any promised short-, mid- and long-term benefits. It depends on the right mix of analytical and technical competence, knowledge of vendors, and business acumen.

Ill-advised selection of systems inhibit envisioned business results and cause significant cost.

■ integrated systems management for maximum benefit

Apart from selecting the right systems, additional areas require professional attention in order to optimize your business results:

Your system architecture framework determines performance and flexibility of business and operational support systems as a whole. Enterprise architecture management ensures maximum return on invest for any system implementation.

System integration management balances the requirements for customization, standardization, flexibility and inter-operability, with those regarding cost of ownership, implementation timeline and business justification.

System lifecycle management covers system maintenance including incorporation into the overall business continuity planning, secures operational support, coaches operational staff and facilitates long-term system evolution.

selected services

Our services provide solutions in process design, implementation, and improvement.

We

- design and implement your processes
- audit and improve processes and performance
- define appropriate performance indicators
- adapt your processes to business changes
- devise and execute training and coaching
- provide interim management resources

■ do the same every day — only better

Processes are the backbone of your business. They ensure service levels and mitigate risks of churn. Adequate selection and management of processes enable sustainable growth, flexibility, performance and profitability.

Processes define both day-to-day routine tasks and reaction to exceptional circumstances. Defining and developing adaptable processes requires expert knowledge of standard process models and industry best practice.

Professional process design is a cornerstone of flexible business processes. It calls for experience in service quality criteria and mechanisms, as well as for a solid understanding of cultural diversity.

Inadequately designed processes result in unsatisfactory business performance and mid-term loss of revenue.

■ balancing control, innovation, and return on invest

On top of well-designed processes, optimal performance and results are achieved through constant attention to related management activities:

Performance management relates actual processes to business goals. Process audits and process improvement reviews streamline existing processes and procedures to ensure that relevant key performance indicators are met.

Change management guarantees the adaptation of existing processes to new product and service offerings, developing regulatory and legal requirements, and increased competition in a global business environment.

Training and coaching enable your staff to perform processes and procedures with confidence. A well-constructed educational program helps to effectively and efficiently cope with daily activities and handle exceptional situations.

■ telecommunications

revenue assurance, billing, and collection
next generation networks and converged services
OSS and BSS systems and processes

■ software industry

software development processes
software development and maintenance
offshoring and outsourcing support services

■ IT management

IT service delivery and management
information security and control
data warehousing and data mining

■ telecommunications — our solutions

Supporting your business with consulting and projects implementing systems and processes across the telecommunications industry. For example:

■ revenue assurance, billing, and collection

Evaluation and improvement of your end-to-end process to detect and correct revenue leakage over the whole customer lifecycle and to ensure fraud prevention and correct, complete and timely billing and collection of revenue. Specification, selection and integration of systems and processes for revenue assurance, fraud management, billing and collection.

■ next generation networks and converged services

Definition and implementation of a commercially valid migration path to NGN. Specification and integration of IP-based services within your current network and OSS/BSS landscape. Planning and implementation of convergent services — merging broadband, satellite and mobile services. Definition of integration roadmaps and business scenarios for short- and mid-term development.

■ operations and business support systems and processes

Definition and implementation of a state-of-the-art business process framework with industry best-practice decomposition and flow of processes, including business transactions and B2B integration. Specification of a technology-neutral architecture, including contract, behavior and control services, utilizing a distribution and transparency framework. Selection and integration of support systems using a shared information and data model for all business entities.

■ software industry — our solutions

Services, consulting and projects implementing systems and processes enabling the software industry. For example:

■ software development processes

Selection, tailoring and implementation of software engineering processes, including requirements, design, construction, testing, maintenance, configuration management, and software quality. Selection and integration of software engineering tools. Planning and support for capability maturity development based on industry standards and best practice.

■ software development and software maintenance

Provisioning of short-, mid-, and long-term resources for design, construction, and maintenance of your software solutions. Definition, documentation and implementation of adaptable process interfaces for outsourcing solutions. End-to-end process management, project management, and quality management for outsourced services and processes.

■ offshoring and outsourcing support services

Definition and implementation of the offshoring, near-shoring or outsourcing solution matching your needs, including processes, quality assurance, business case, and long-term business development perspective. Minimization of business risks through selection of optimal combination of outsourcing to partners, acquisition of existing service providers, and creation of dedicated companies. Interim management of off-shore companies and projects.

■ IT management — our solutions

Professional consulting and projects implementing systems and processes in all areas of information technology and systems management. For example:

■ service delivery and management

Definition and implementation of management processes, roles, responsibilities, and interfaces for: infrastructure management — design, planning, deployment and operations; service delivery including management of service levels, finance, capacity, service continuity, and availability; and service support, managing a service desk, incidents, problems, configurations, changes, and releases.

■ information security and control

Identifying requirements taking into account legal frameworks, enforcing privacy and accountability; standards and control frameworks; business objectives, cost effectiveness, and architectural constraints. Solution definition covering policies and procedures for risk management, authentication, access control, data protection, and reporting. Implementation of systems, processes and procedures.

■ data warehousing and data mining

Requirements specification covers regulatory and policy compliance, historical data needs, data freshness and granularity. Business process analysis, factor and data analysis, and industry best practices, result in proper categorization and the definition of a data model and related metadata. Specification of the extract-transform-load processes forms the basis for selection and implementation of sustainable processes and systems.

